



DISCOVER DECRYPT, GLOUCESTER: CENTRE MANAGER

JOB DESCRIPTION



Post:	Centre Manager - Operations, Discover DeCrypt, Church of England Diocese of Gloucester
Location:	Gloucester city centre
Hours:	PT 24 hours per week
Salary:	£27,559 pa pro-rata Fixed Term Contract until December 2021 (with the potential of extension)
Start Date:	January 2019
Responsible to:	Chair of Trustees of Charitable Incorporated Organisation (CIO)
Responsible for:	Caretaker/Cleaning/ maintenance/ building contractors, volunteers

Management and Relationships:

This is a key post that reports directly to the Chair of Trustees and is responsible for managing the facilities of the historic Church and Schoolroom. The post will work in close partnership with the Centre Manager – Visitor Services (also 24 hours per week) in ensuring that the site is manned and opened safely.

Hours and Days of Work:

The post is a part-time role for 21 hours per week on a rota basis with the Centre Manager – Visitor Services Wednesday – Sunday. Core hours will be 3 days at 7 hours per day (plus 1 hour for lunch) 9.30am until 5.30pm with a further 156 annualised hours to be used over the course of the year as needed and to cover out-of-hours events and lettings. The total salary will be paid monthly in 12 equal installments. No overtime will be payable however should the annualised hours be exceeded, then by arrangement time off in lieu will be granted.

The post offers 25 days' annual leave allowance plus Bank Holidays (all pro rata). If there is a requirement to work on a Bank Holiday (by agreement), this time will be offered in lieu.

It should be noted that the above hours and days of work are reasonably anticipated at the time of writing, and may adapt in light of actual operational requirements.

Purpose of Job:

The Manager will be responsible for developing, promoting and reinvigorating uses of the site and the day to day management of the buildings. The main responsibilities of the Centre Manager will be:

1. To oversee user groups, visitors, events, activities and learning taking place at the Discover DeCrypt Centre
2. To promote the Centre and its activities locally, nationally and internationally
3. To maintain good relationships with partner agencies and organisations
4. The implementation of a cash-handling system, monitoring of financial information and budgets according to the CIO's Financial Procedures and Policy.

Key Tasks and Responsibilities:

- To manage the running of the Centre year round under the direction of the Trustees/Board
- To create and maintain the Centre booking calendar, manage bookings for courses and classes, both delivered by the project team and by external hirers
- To produce and circulate promotional material and promote the venue at events and opportunities around the city throughout the year
- To liaise with the Rector and Churchwarden regarding services
- To liaise with Friends of Discover DeCrypt to support fundraising events and activities
- To ensure that volunteers, visitors and users are appropriately informed of health and safety regulations as required
- To oversee the maintenance and cleaning of the buildings
- To recruit and deploy a pool of Duty Managers for the buildings
- To monitor the use of consumables and organise replenishment as necessary
- To keep accounts and monitor financial information and budgets
- To report regularly to the CIO Trustees/Board
- To maintain good working relationships with other providers and agencies in the city centre and to represent Discover DeCrypt at appropriate meetings

CENTRE MANAGER – OPERATIONS PERSON SPECIFICATION

KNOWLEDGE, SKILLS & EXPERIENCE

ESSENTIAL

1. Relevant qualification and/or a minimum of two years demonstrable management experience in a multipurpose venue, community or cultural amenity environment with proven delivery of consistent standards of visitor experience.
2. Sympathy with the Christian faith.
3. Ability to work on own initiative, ability to prioritise and work under pressure, delivering against targets to ensure the effective promotion, management and use of facilities.

4. Ability to communicate verbally and in writing to a wide range of people both internally and externally.
5. Use of effective business planning and marketing tools to promote the appropriate use of facilities.
6. Proven ability to coordinate functions and events paying attention to detail.
7. Ability to work anti-social and flexible hours, including regular weekends and evenings.
8. Competence in the use of IT and management systems.
9. Proven ability in cash-handling, managing budgets and financial information.
10. Experience of working with buildings and communities and empathy and understanding of the issues around their care
11. Effective partnership building and networking skills
12. Understanding of the importance of health & safety

DESIRABLE

1. Ability to work within teams and lead by example.
2. Understanding or experience of community relations in the faith environment.
3. Experience in front line service with a focus on customer care.
4. Ability to manage, motivate and develop staff and/or volunteers and supporters.
5. Experience of using social media and innovative methods of engaging with community users and groups of people.

This post is subject to an enhanced disclosure from the DBS

September 2018